

State communications network (Code State Finance and Procurement Article, secs. 4-901 through 4-904).

Telecommunications is responsible for six offices: Administrative and Financial Services; Network and Technical Services; Telecommunications Access of Maryland; Telecommunications Procurement; Voice and Customer Services; and Wireless Communication Services.

#### ADMINISTRATIVE & FINANCIAL SERVICES

Louis V. LaRicci, *Director*  
(410) 767-4202

Administrative and Financial Services reviews, approves, and processes vendor invoices for telecommunication equipment, systems, and services; and manages and operates systems that charge using agencies their proportionate share of the costs to install, maintain, and operate common user telecommunication equipment, systems, and services. The office also produces the *State of Maryland Telephone Directory* for State agencies.

#### NETWORK & TECHNICAL SERVICES

Preston L. Dillard, *Director*  
(410) 767-4647

For data, imaging, video and voice-related services, Network and Technical Services provides design and technical support to Telecommunications, and State agencies. The office tries to match the appropriate technology with agency applications for best performance at lowest cost.

#### TELECOMMUNICATIONS ACCESS OF MARYLAND

Gilbert L. Becker, *Program Manager*

300 West Preston St.  
Baltimore, MD 21201—2308  
voice & TDD: (410) 767-4204  
TDD: 1-800-552-7724

Telecommunications Access of Maryland started in 1988 as the Telecommunications for Disabled Individuals Program within the Department of Human Resources. In 1990, the federal Americans with Disabilities Act required all states to have a telecommunications relay system operating by July 1993. In 1991, Maryland's Program was renamed and transferred to the Department of General Services (Chapter 598, Acts of 1991). In 1996, it moved to the Department of Budget and Management.

Telecommunications Access of Maryland began the *Maryland Relay Service* in December 1991 to convey dual-party telephone messages for persons with disabilities. The Service enables a deaf person to communicate via a telecommunications device with an intermediary party who then verbally relays the message to a third party. For State residents who are deaf or have impaired hearing, speech, vision,

or mobility, the Service makes telephone use possible 24 hours per day, seven days per week.

#### GOVERNOR'S ADVISORY BOARD FOR TELECOMMUNICATIONS RELAY

Jim B. Bishop, Jr., *Chair*, 1995  
voice & TDD: (410) 767-4204

The Governor's Advisory Board for Telecommunications Relay was formed in 1987 as the Telecommunications for Disabled Individuals Board within the Department of Human Resources (Chapter 525, Acts of 1987). Reorganized under its present name, the Board transferred to the Department of General Services in 1991 (Chapter 598, Acts of 1991). The Board joined the Department of Budget and Management in 1996. In consultation with the Board, the Department of Budget and Management maintains the Maryland Relay Service.

The Board's twelve members are appointed by the Governor who names the chair. Members serve three-year terms (Code 1957, Art. 41, secs. 6-501 through 6-507).

#### TELECOMMUNICATIONS PROCUREMENT

William M. Bowser, *Chief*  
(410) 767-4254

Telecommunications Procurement began in 1992 as Procurement and Contract Management under the Assistant Secretary for Telecommunications in the Department of General Services. The unit reorganized as Telecommunications Procurement under the Procurement and Contracting Office in December 1993 and in 1996 transferred to the Department of Budget and Management.

Through this unit, the Department administers State procurement of telecommunications equipment, systems, and services. The unit also monitors contracts to ensure that vendors meet specifications (Code State Finance and Procurement Article, secs. 4-901 through 4-904).

#### VOICE & CUSTOMER SERVICES

Carol L. Cordial, *Director*  
(410) 767-4648

Between State agencies and vendors, Voice and Customer Services coordinates the installation, management, and operation of telecommunication equipment and systems for voice applications. The office provides technical advice and consultation services to State and local governments.

#### WIRELESS COMMUNICATION SERVICES

George E. (Ed) Ryan, *Director*  
(410) 767-4479

Wireless Communication Services began as Radio Services, and received its present name in 1994. Wireless Communication Services promotes compatibility between radio systems; evaluates and pro-